WHAT IS CLAIMED IS:

1. A method for providing equipment service data, the method comprising:

creating a database containing a plurality of equipment service data elements;

providing an access point for a user to access the database;

verifying that the user is authorized to access the database; and

providing access to the database over a secure network if the user is authorized to access the database.

2. The method of Claim 1, wherein the plurality of equipment service data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

3. The method of Claim 1, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

4. The method of Claim 1, wherein the access point is an Internet web site.

5. The method of Claim 1, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

6. A method according to Claim 5, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, spares sales, warranty management, and knowledge management.

7. A system for providing equipment service data, the system comprising:

a database containing a plurality of equipment service data elements;

an access point for a user to access the database;

means for verifying that the user is authorized to access the database; and

means for providing access to the database over a secure network if the user is authorized to access the database.

8. The system of Claim 7, wherein the plurality of equipment service data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

9. The system of Claim 7, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

10. The system of Claim 7, wherein the access point is an Internet web site.

11. The system of Claim 7, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

12. A system according to Claim 11, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, spares sales, warranty management, and knowledge management.

13. A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps for providing equipment service data, said method steps comprising:

creating a database containing a plurality of equipment service data elements;

providing an access point for a user to access the database;

verifying that the user is authorized to access the database; and

providing access to the database over a secure network if the user is authorized to access the database.

14. The program storage device of Claim 13, wherein the plurality of equipment service data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

15. The program storage device of Claim 13, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

16. The program storage device of Claim 13, wherein the access point is an Internet web site.

17. The program storage device of Claim 13, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

18. A program storage device according to Claim 17, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, spares sales, warranty management, and knowledge management.